

HOUSEKEEPING

I. SERVICE DEFINITION

Housekeeping is an in-home service provided to at-risk persons over the age of eighteen who are infirm, disabled, or chronically ill, in order to avoid or forestall institutionalization. A trained, supervised housekeeper provides services. Services can include preparing meals, shopping, light housekeeping and other possible duties as described in Section VII.

II. SERVICE GOAL

The goal of housekeeping service is to provide necessary support in the Instrumental Activities of Daily Living (IADLs) to allow the client to maintain the maximum functioning and independence of which he, or she, is capable in familiar surroundings.

III. SERVICE UNIT

The unit of service for housekeeping is one hour of service provided by a housekeeper to an eligible client. In calculating the hours of service provided, the time spent in preparing for the visit, traveling to the client's home, and returning to the housekeeper's home shall not be counted. Provider may bill for one hour of service when unable to gain access, but not more than 3 times per year per client. The minimum billing unit will be no less than quarter (1/4) hour increments.

IV. SERVICE AREA

Subject to availability of program funding and client need, the housekeeping service is available to all eligible persons who are residents of Delaware. Providers of housekeeping service may apply for sub-areas of the State of Delaware in which to provide the service.

V. LOCATION

Housekeeping services must be provided in the home of the client while client is present. The housekeeping service provider must respect the client's right of privacy and confidentiality to the extent possible.

VI. DESCRIPTION OF SERVICES

The DSAAPD administers SSBG Housekeeping Services for persons eighteen (18) years of age or older and Title III Housekeeping services for persons sixty (60) years of age and older.

The housekeeping program is primarily a means to keep clients in their home longer and to avoid, or forestall, institutionalization.

Housekeeping service provides knowledgeable and trained housekeeping staff under the direction of health care professional such as a Registered Nurse, Licensed Practical Nurse, or Social Worker in accordance with agency State/Federal regulations.

The DSAAPD has the responsibility for determining eligibility for housekeeping services.

The Case Manager will forward following an assessment visit by a DSAAPD Case Manager, an authorization of service to the contracting agency. A detailed service plan is then developed by the provider agency's health care professional for each client.

VII. Prohibited Service Component

For purposes of DSAAPD planning and reimbursement, housekeeping service may not include any of the following components:

- Nursing care or Home Health Aide
- Personal care
- Nail or foot care of diabetics
- Companion Services
- Makeup, hair-setting, or barbering
- Lawn care, garden care, raking or snow removal
- Pet care
- Assistance with heavy-duty cleaning, furniture moving, or other heavy cleaning of windows, ovens, etc
- Financial or legal advice or services (except when making a referral to qualified agencies or programs)
- Housekeeping service in an institutional setting
- Administration of medications

VIII. SERVICE STANDARDS

Housekeeping service must meet or exceed the following standards:

The provider must meet and comply with all applicable Federal, State, and local rules, regulations, and standards applying to the service being provided.

VIII. SERVICE STANDARDS (cont.)

The provider must be able and willing to provide housekeeping service during normal business hours, five (5) days a week and/or provider agency may provide services during daytime hours on the weekend, if client is in agreement.

The provider must notify the DSAAPD Social Worker/Case Manager and the client in writing, within thirty (30) days of the referral, when they are unable to serve the client.

The written notice shall include the reason they are unable to serve the client.

Once a provider has accepted a client referral, the provider must assess the client, develop a service plan, and begin housekeeping service within five (5) working days, unless the DSAAPD case manager requests a later starting date. Any modification of the DSAAPD service plan will be discussed and approved by the Senior Social

Worker/Case Manager prior to implementation. All care plans must be posted in the client's home.

The Provider must confirm with the client, the name(s) of the assigned housekeepers prior to the first date of service.

The Provider will assign housekeepers to continue on the same case whenever possible. Housekeepers are expected to report regularly as scheduled at the times/days agreed upon by the provider, the client and the Division. The client will be notified prior to any change in schedule, interruption of service, or change of aide. DSAAPD Case Manager will be notified of any interruption in service within two (2) working days. When service is interrupted for more than one (1) week, reasonable effort will be made to provide a replacement housekeeper as soon as possible, and to notify the DSAAPD Case Manager.

Also, the Provider will notify DSAAPD within two (2) working days if any of the following occur:

- Client is hospitalized or institutionalized
- Client is placed in skilled care
- Client is receiving services under another funding source
- Client changes address
- Client expires
- Client refuses service

The DSAAPD Case Manager may hold the case open for forty-five (45) days with services suspended depending on the circumstances.

VIII. SERVICE STANDARDS (cont.)

Clients must be reassessed by a health care professional such as a Registered Nurse, Licensed Practical Nurse, or Social Worker, in accordance with State/Federal regulations but not less than every twelve (12) months. Any changes requiring a change of care plan should be reported to the DSAAPD Case Manager.

Clients, family members, and/or caregivers must be given the opportunity to learn how to perform the tasks performed by the service personnel in order to give the participant and the informal support network a chance to function independently of provider agency service.

The Provider will make reasonable effort to cooperate with DSAAPD to resolve problems, which threaten the continuity of client service. The DSAAPD Senior Social Worker/Case Manager and the client will be notified in writing at least two (2) weeks in advance of the contractor's intent to terminate a client who continues to be eligible for the service. The notification of termination must cite reason for action, as well as steps taken by the provider to resolve the problems prior to termination.

The Provider will appropriately secure client records to protect confidentiality.

The provider agency must provide support to ensure administrative tasks related to housekeeping services are completed. Administrative support must include, but not be limited to client records, case assessments, time sheets, care plans, and case notes.

Staff providing service must be fully trained and professionally qualified. The Provider must maintain, follow, and continually update training and supervision program (s) to ensure that the housekeeping staff is fully trained.

Service Components Based on Service Care Plans

The Provider must be prepared to provide the following service components based on the client's individualized care plan:

- Services may include shopping, menu planning and meal preparation, including special diets and light housekeeping, including such tasks as vacuuming, laundry, dusting, mopping, dishwashing, cleaning of kitchen and bathroom, and changing bed linens.

VIII. SERVICE AND CLIENT PRIORITIES

When funds/hours are limited, or during holidays and/or inclement weather, priority for housekeeping service will go to those individuals who are at immediate risk.

IX. STAFF REQUIREMENTS

Client assessment and housekeeping supervision should be handled by a professional such as a Registered Nurse (RN), Licensed Practical Nurse (LPN), or a Social Worker as required by State/Federal regulations.

X. CLIENT DONATIONS (Title III Only)

Clients supported through Title III funding will be requested to make a voluntary contribution. No contributions may be requested from clients funded through SSBG.

The DSAAPD caseworker must inform participants, family members, and/or caregivers funded through Title III, the cost of providing housekeeping services and offer them the opportunity to make voluntary contributions to help defray the cost, thereby making additional services available to others.

The client donation amount is established by agreement between the client and the DSAAPD caseworker. The DSAAPD caseworker must inform the provider, in writing on the referral form, of the agreed upon donation amount.

Providers must have procedures in place to:

- Protect the client's privacy with respect to his/her contribution.
- Collect, safeguard and account for all donations.
- Remind clients of their agreement to donate.
- Use the contributions to expand services.

XI. TYPE OF CONTRACT

Unit Cost / Fixed Reimbursement Rate.

XII. METHOD OF PAYMENT / BILLING PROCEDURES

The contractor will submit monthly bills to DSAAPD fifteen (15) calendar days following the end of the billing period. Contractors, at their discretion, may bill more frequently. The maximum acceptable billing period is bi-weekly. However, the contractor should not change frequency of billing during the course of the

year. Bills will only be accepted within ninety (90) days after the end of the contract year.

The contractor will furnish one (1) bill to the fiscal unit and one (1) to the Community Service Program (CSP) unit Supervisor in the appropriate location. Billings must separate clients by county and funding source. Each itemized invoice submitted for reimbursement must contain the following information in order to qualify for reimbursement:

- Client legal name
- Hours of service provided
- Hours of service authorize
- Explanation of any differences between hours authorized and provided
- For Title III bills, participant contributions collected this billing period must be subtracted
- List total amount requested to be reimbursed from DSAAPD funds

XIII. REPORTING REQUIREMENTS

A Quarterly Financial Report is required and must be received by DSAAPD no later than twenty-one (21) calendar days following the end of the quarter. Each report must contain a live signature (preferably in blue ink) of the official who completed the report. The phone number and the date the report was completed are also required. A final financial report is due to the Division within ninety (90) calendar days after the program end date.

Additional information can be found on these reports in the DSAAPD Policies and Procedures Manual.